



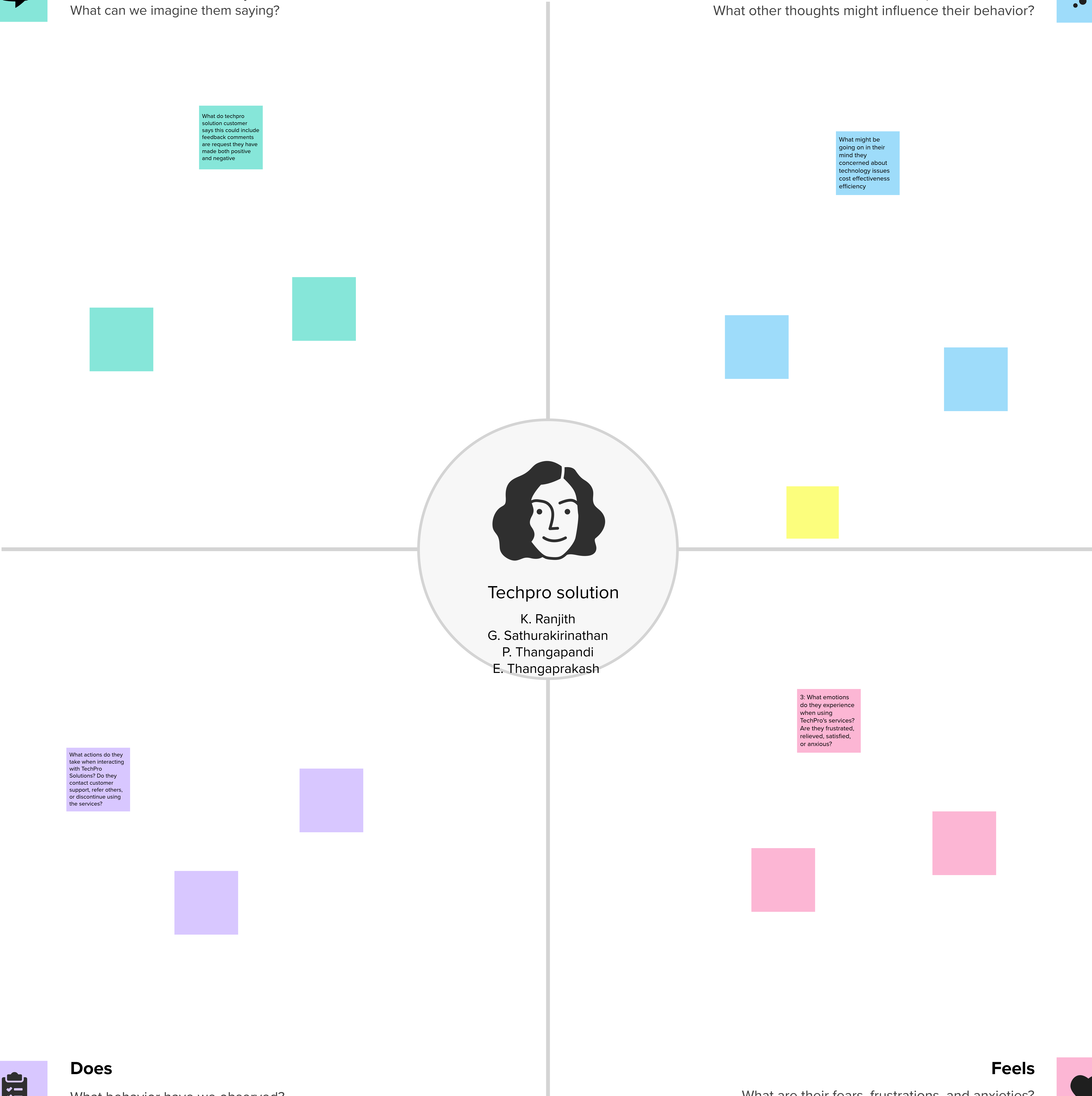
Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?



What do techpro solution customer says this could include feedback comments are request they have made both positive and negative

What might be going on in their mind they concerned about technology issues cost effectiveness efficiency

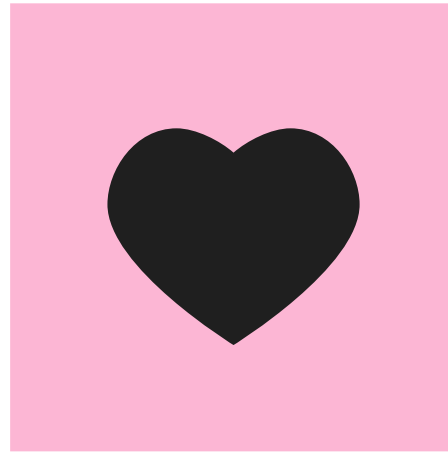
What actions do they take when interacting with TechPro Solutions? Do they contact customer support, refer others, or discontinue using the services?

3: What emotions do they experience when using TechPro's services? Are they frustrated, relieved, satisfied, or anxious?



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?